

DATA SHEET



RUCKUS CLOUD WI-FI INCLUDES:

- AP management (supports a wide range of indoor and outdoor Ruckus APs)
- Instant availability of new features
- Free mobile app for anywhere management
- Latest security provided automatically
- 24x7 phone / chat / web technical support
- Choose from 1-, 3- or 5-year subscription

Ruckus Cloud Wi-Fi simplifies deployment, monitoring and management of your distributed wireless network. Manage all of your WLANs from anywhere using the intuitive web interface or our full-featured mobile app. Administrators get a unified (“single pane of glass”) view of all locations, as well as connected access points (APs) and clients.

MANAGEMENT SIMPLICITY

Everyday operational tasks—from troubleshooting to adding new APs and creating guest networks—are streamlined. Reduce time spent on WLAN management, while staying on top of your organization’s Wi-Fi needs.

VISIBILITY AND CONTROL FROM ANYWHERE

Get a single pane of glass view of your WLANs, connected APs, and clients across multiple sites. View real-time and historical data on applications, traffic, clients, and more. Manage your Wi-Fi network from anywhere using the web interface or mobile app.

BETTER PERFORMANCE AT A LOWER COST OF OWNERSHIP

Give users a superior Wi-Fi experience while saving money. Our high-density access points support more users per AP than competitive offerings. Greater capacity and coverage means you save on your Wi-Fi infrastructure as you grow.

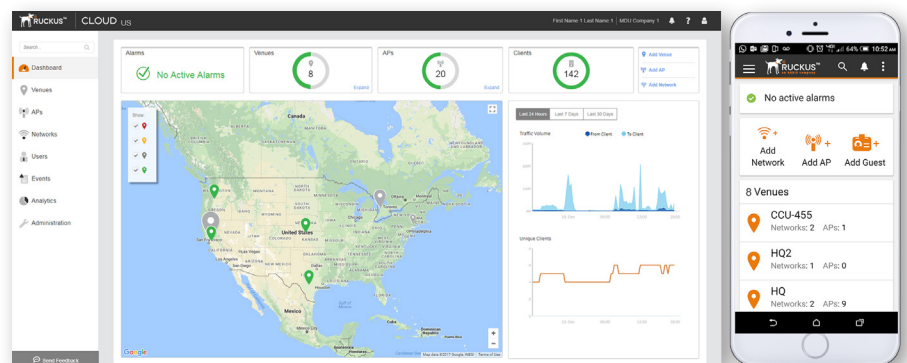


Figure 1: Ruckus Cloud Web UI and mobile app

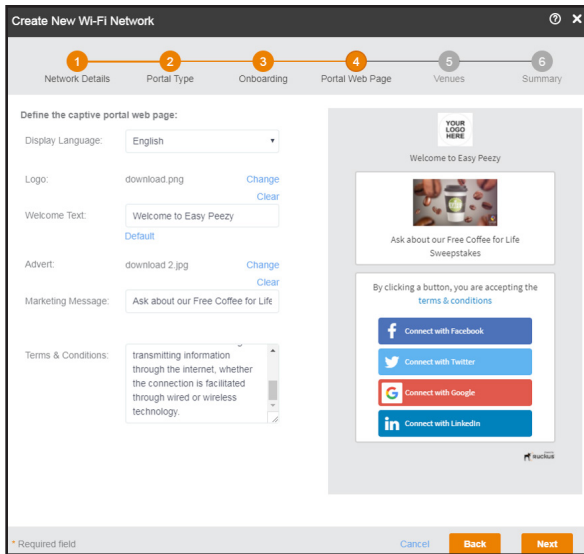


Figure 2: Captive portal customization

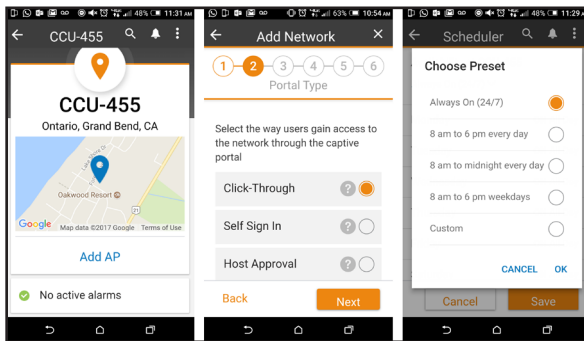


Figure 3: Mobile app capabilities

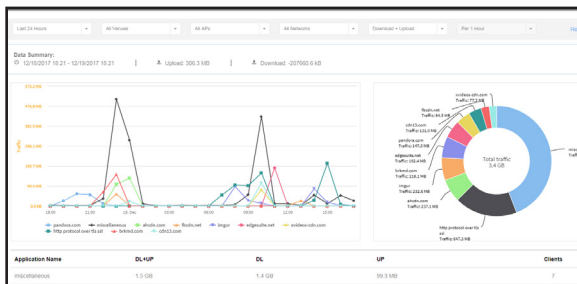


Figure 4: Application visibility

RUCKUS CLOUD WI-FI HIGHLIGHTS

HIGH PERFORMANCE APs

- Patented BeamFlex™ and ChannelFly™ technologies in Ruckus APs deliver better performance in challenging RF environments (high client density, high interference, and/or high loss)
- Superior capacity and coverage than competitive solutions (30-50% more clients supported per AP) lowers Wi-Fi total cost of ownership
- Automatic client load balancing and band balancing ensures QoS for all clients
- SmartMesh, enabled with a click on the Ruckus Cloud UI, reduces cabling and installation costs

INTUITIVE UI AND STREAMLINED WORKFLOWS

- Single-pane-of-glass Web UI provides a high-level view of WLANs; click to drill down on venues, networks, APs, applications, and historical trends
- See the health of your network at a glance and identify issues before they affect users
- Intuitive UI makes management easy for administrators with any level of expertise; reduce dependence on specialized IT resources
- Wizard-guided, streamlined workflows save time on everyday tasks

EASY, FLEXIBLE GUEST NETWORK SETUP

- Self-help or sponsored guest WLANs
- Create customized, branded captive portal for guests – preview before taking it live
- Choose the way you secure guest networks, including:
 - Social login, SMS, email, click-through, passcode
 - Secure personal access using PSK, Cloudpath or 802.1x with AAA

FULL-FEATURED MOBILE APP

- Provision, monitor and manage your WLANs using the Ruckus Cloud mobile app
- Get push notifications to alert you of network issues or changes
- Scan AP barcode with your smartphone camera to register APs (individually or batch)
- Scan business cards to generate guest passes
- Set up and configure new employee and guest networks
- Customize captive portal messages and images on the go

BUILT-IN REPORTING AND ANALYTICS

- Includes 11 different report options, including traffic reports (by venue, AP, SSID, radio), application visibility, and unique clients
- Get up to 6 months of data stored to support long-term trending analysis
- Reports available at high granular 15 minute intervals

AP INVESTMENT PROTECTION

- Maintain the flexibility to migrate from one management architecture to another (or hybrid management) without losing use of your Ruckus APs
- Your APs remain operational even if your Ruckus Cloud Wi-Fi subscription is no longer active

ADDITIONAL FEATURES AND SPECIFICATIONS

FEATURES	SPECIFICATIONS
High Performance APs	<ul style="list-style-type: none"> • Management of a wide range of indoor and outdoor Ruckus APs, including the latest Ruckus 802.11ac Wave 1 and Wave 2 APs • Automatic load balancing (between APs) • Airtime fairness • Easy-to-configure, secure, and reliable mesh networking
AP Models Supported	<ul style="list-style-type: none"> • See http://www.ruckuswireless.com/cloud-devices for list of supported AP models
Full Featured Mobile App	<ul style="list-style-type: none"> • Scan to register APs to the Ruckus Cloud • Push notifications for alarms • Monitor status of AP, WLAN and clients • Create and configure new SSIDs (enterprise or guest) • Customize captive portal elements (images and message) • Schedule SSIDs by day of the week and time of day • Native iOS and Android app
Zero Touch Provisioning	<ul style="list-style-type: none"> • Zero-touch AP provisioning and bulk scanning • Cloud auto-updates firmware once APs are connected
Employee Wi Fi	<ul style="list-style-type: none"> • Multiple employee authentication options built-in: <ul style="list-style-type: none"> – Secure personal access using PSK (WPA/WPA2) – 802.1x with AAA and dynamic VLAN support • Set bandwidth rate limit per client and per SSID
Guest Wi Fi	<ul style="list-style-type: none"> • Flexible security options: <ul style="list-style-type: none"> – SMS, email, click-through, passcode – Social networking login (Google, LinkedIn, Facebook, Twitter) – Open, PSK, captive portal, sponsored guest • Bulk creation of guest credentials • Control access to network resources: <ul style="list-style-type: none"> – Time-based scheduling of SSIDs – Free Wi-Fi with lock-out period and simple unblock options • Granular administrative controls <ul style="list-style-type: none"> – Per WLAN aggregate bandwidth limit – Per WLAN and per client bandwidth limit • Guest manager (front desk) admin portal • MAC caching to allow repeat customers quick access to guest Wi-Fi • Easily customizable captive portal • Captive portal languages: English, Danish, Finnish, French, Dutch, Norwegian, Swedish, Italian, Spanish, German, Portuguese, Turkish, Greek, Romanian, Polish
Security, Privacy, and Data Protection	<ul style="list-style-type: none"> • All traffic to and from the cloud is encrypted • Only AP and client management traffic sent to cloud • Client data traffic stays local (broken out to local LAN and sent through your existing firewall) • All data stored in Ruckus Cloud is encrypted at rest • Ruckus offers EU-located datacenters for European customers • Latest security patches automatically updated • Role-based access control for administrative privileges • Admin able to grant and revoke access to partners and Ruckus support • Client isolation enabled by default for guest SSID • SSID scheduling prevents unauthorized use of Wi-Fi network • View Ruckus Cloud privacy policy
Cloudpath Support (subscription sold separately)	<ul style="list-style-type: none"> • Add-on service enables self-service onboarding and granular per user, per device-based policy • Uses Muse® multiple certificate sources, including built-in Public Key Infrastructure (PKI), Microsoft CA and InCommon, for stronger security than passwords/PSKs

Built In Reporting and Analytics	<ul style="list-style-type: none"> • 11 different report options, including <ul style="list-style-type: none"> – Traffic per AP, per SSID, per venue, per radio – Top 10 applications – Session details – Unique client reports (tracking 2.4 vs 5GHz clients over time) • Up to 6 months data storage for trending with big data analytics <ul style="list-style-type: none"> – Big data architecture using Hadoop multi-node clusters – Indexed structured reporting for fast access 		
Other Management Highlights	<ul style="list-style-type: none"> • Select RF policies, WLAN types (private, public, sponsored guest), guest access options, QoS and VLANs • Channel and power control per venue and per AP • Automatic or selectable band balancing (between 2.4 and 5GHz radios on the same AP) • Global search • Logs pre-filtered by venue, WLAN, APs, clients • Google Maps integration • Import floor plans to visualize physical location of APs 		
Troubleshooting	<ul style="list-style-type: none"> • Remotely reboot APs, pull diagnostics information • Notifications of network status via SMS or email • Event logs sorted by venue, SSID, AP, client • Alarms generated for AP status 		
Partner Admin Delegation	<ul style="list-style-type: none"> • Option to delegate management of your Wi-Fi network to a Ruckus authorized VAR (value added reseller) • Revoke administrative privileges at any time 		
Cloud Data Center	<ul style="list-style-type: none"> • Hosted in USA and Europe on world-class IAAS provider with: <ul style="list-style-type: none"> – ISO 27001 information security certification – SSAE-16, SOC 1, SOC 2, and SOC 3 certifications – Stringent physical, data access, data disposal security measures – Per tenant migration capabilities – Green carbon-neutral facilities – Dedicated inter-DC fiber connectivity • Choose the hosting region for your service (USA or EU) 		
SLA	<ul style="list-style-type: none"> • 99.9% network availability (does not include planned maintenance including periodic software upgrades and other pre-announced activities) 		
Technical Support	<ul style="list-style-type: none"> • “Easy button” access to support • 24x7 chat/online ticketing system/phone support • U.S.-based Ruckus NOC • AP hardware warranty is covered separately with the AP purchase (refer to AP datasheet); Advanced hardware replacement for each AP is sold separately (SKUs starting with 803-) 		
Cloud SKUs	<table border="0"> <tr> <td data-bbox="394 1430 987 1564"> <ul style="list-style-type: none"> • 1-year Cloud Wi-Fi license for one AP <ul style="list-style-type: none"> – CLD-RKWF-1001 • 3-year Cloud Wi-Fi license for one AP <ul style="list-style-type: none"> – CLD-RKWF-3001 </td> <td data-bbox="987 1430 1560 1564"> <ul style="list-style-type: none"> • 5-year Cloud Wi-Fi license for one AP <ul style="list-style-type: none"> – CLD-RKWF-5001 • 5-year State, Local, EDU license for one AP <ul style="list-style-type: none"> – CLD-RWED-5001 </td> </tr> </table>	<ul style="list-style-type: none"> • 1-year Cloud Wi-Fi license for one AP <ul style="list-style-type: none"> – CLD-RKWF-1001 • 3-year Cloud Wi-Fi license for one AP <ul style="list-style-type: none"> – CLD-RKWF-3001 	<ul style="list-style-type: none"> • 5-year Cloud Wi-Fi license for one AP <ul style="list-style-type: none"> – CLD-RKWF-5001 • 5-year State, Local, EDU license for one AP <ul style="list-style-type: none"> – CLD-RWED-5001
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A PARTNER AND PLATFORM FOR THE FUTURE

Ruckus Cloud is our platform for innovation—with planned support of breakthrough wired/wireless technologies, IoT, big data and continued advances in management automation. Our open architecture also allows us to integrate a wide variety of complementary third-party services that enhance the value of your Wi-Fi network and provide greater user insight. We’re working on every level—on the ground and in the cloud—to support your wireless business initiatives.